IOWAccess Advisory Council Meeting
Minutes of May 28, 2003
F i n a l

Present: Quent Boyken, Kelly Hayworth, Corlis Moody, David Redlawsk, Herb Strentz, Jane Ginapp, Sheila Castaneda, Miriam Ubben, Craig Hiemstra, Gail Flagel (by phone from 1:50 to 2:40)

Absent: Marsha Ternus, Richard Neri, Bob Brunkhorst, Bill Dotzler, Ervin Dennis, Greg Stevens

Guests: Denise Sturm, Lorrie Tritch, Sharon Sperry, Nadir Mehta, John Gillispie, Diane Van Zante, Jenny Tyler, Tim Erickson

1) Welcome and Introductions - Quent Boyken, Chair, opened the meeting and asked the members to introduce themselves. Quent then explained that recently enacted legislation, House File 534 (HF534), establishes a new Department of Administrative Services, which includes the former Information Technology Department. HF534 does retain the IOWAccess Advisory Council and specifically outlines its mission and duties. As Chair, Quent's goal is to keep the council focused on its mission and duties. Specifically, he wants the Council to gain a better understanding of the IOWAccess budget, revenue sources, and expenditure commitments so that council members can make more informed recommendations.

Quent asked John Gillispie, the new Director of the Information Technology Department, to highlight his background and vision. John stated that he is a professional IT person, outlined his work history and explained what led to his relocation to Iowa. John would like to engage the IOWAccess Advisory Council in a more active role in directing IOWAccess. The Legislature appropriates $1 million dollars per year for IOWAccess; John wants the Council's guidance in determining how the money should be spent. He would also like the Council to guide the development of services to Iowa citizens and revisit the Council's earlier priorities to identify applications from that list that have not yet been developed.

2) Approve March 13, 2003 Minutes – Herb Strentz suggested that acronyms found in minutes also contain their translation. This should be detailed in all future minutes. Jane Ginapp made a motion, seconded by Craig Hiemstra, to approve the March minutes. A verbal vote was taken, there were no opposing votes. The minutes were approved as written.

3) Organizational Structure and Future Direction – John Gillispie utilized a PowerPoint presentation to highlight the old/current organizational structure versus the new structure under the Department of Administrative Services. He believes the new structure is cleaner and easier to understand. Vacant positions on the new organizational chart have been frozen pending a more concise picture of our financial condition.

Department of Administrative Services – House File 534 merged three and one-half agencies (the Department of Personnel, Department of General Services, Information Technology Department, and the finance portion of the Department of Revenue and Finance), totaling about 530 people. Under the new structure, services have been divided into three categories: leadership, utility, and marketplace. Due to technical issues, the Iowa Communications Network was not included in the merger, however John Gillispie will be looking for synergies between the Iowa Communications Network and the Information Technology Department (ITD).

4) Project Prioritization – Lorrie Tritch, ITD, distributed a document entitled "proposal for establishing project priorities." Lorrie asked the council to review the document and offer comments in addition to considering what criteria should be used. This item will be proposed again at the next meeting. A discussion ensued regarding convenience fees. Questions were raised: "What is really a convenience?" "What constitutes a value-added service?" For the next meeting, Lorrie advised that the council would see a list of current digital government projects. Quent asked if Lorrie had reviewed the criteria used by the Information Technology Council for the Return on Investment (ROI) process. Quent would also like Lorrie to take a stab at weighting the criteria listed on the handout she provided.

5) Convenience Fees for Online License Renewal – Due to an anticipated vote on this matter, it was noted that there was a quorum of the members (10 of the 15 voting members). Sharon Sperry, ITD, distributed a handout and explained that the first page was proposed wording for a recommendation. A spreadsheet was included that provided more detail on the cost figures that were presented. It is important that ITD recovers its cost and the Boards (Board of Nursing and Board of Medical Examiners) would also like to recover their credit card costs. If a person renews online, he/she pays by credit card. Right now the Boards are eating the credit card costs. At present, doctors and nurses can renew online or by paper. The

Boards do not have the money to pay ITD for ongoing support of these applications. One way to facilitate ongoing online renewal is to add a convenience fee. Online renewal should achieve efficiencies in resources and money. Herb Strentz asked if any studies had been conducted in terms of accuracy rates for paper filing versus online filing. Miriam Ubben asked if there were any other professional licenses that already have a convenience fee. There was some discussion about the option of recovering ITD's cost through IOWAccess appropriations. Jane Ginapp asked if a recommendation of this sort would set a precedent (recovering ITD's cost from IOWAccess appropriations, rather than from the customer agency and recovering the customer's ongoing costs by adding a convenience fee). Walk-in license renewal is $325.00. Online license renewal currently runs $300. David Redlawsk asked why the Boards aren't paying the ITD costs themselves. The Boards have indicated that they do not have the money in their budget to pay us ongoing costs, in fact they have refused to pay. Craig Hiemstra felt that we were headed in the wrong direction. There was some support for the concept that the Boards should be held responsible for paying ITD's ongoing costs. If the IOWAccess Advisory Council refuses to approve a fee, there are only two choices -- continue in the same manner as before or shut the system down due to lack of payment. Herb suggested that the convenience fee cover both the Board recovery cost and the ITD recovery cost, as he does not favor taking the money from the IOWAccess appropriation. Herb Strentz made a motion, seconded by Gail Flagel, that there be a $12.50 transaction fee for Board of Medical Examiners license renewal and a $5.00 fee for Board of Nursing license renewal. Quent Boyken noted that if the council approved this, they would be approving a "convenience" fee. Quent asked if there was any further discussion. Hearing none, Quent read the motion as follows:

The IOWAccess Advisory Council proposes that a transaction fee be approved for Board of Medical Examiners and Board of Nursing license renewal web systems that would be in addition to the actual license fee currently charged for online renewal.

Board of Medical Examiners - $12.50
Board of Nursing - $5.00

A verbal vote was taken, with the results as follows: 8 favorable, 1 unfavorable (Craig Hiemstra) and 1 abstention (Quent Boyken). The motion passed. Gail Flagel disconnected from the meeting.

6) Update on Hunting and Fishing Licenses – John Gillispie. At present, Iowa hunting and fishing licenses are processed at kiosks that are run by the Central Bank of Missouri. We had an agreement last fall to have Iowa Interactive develop an online application, however the Department of Natural Resources (DNR) has chosen to go back to the Central Bank of Missouri for this service. This creates a contractual problem. John Gillispie is meeting with DNR later this afternoon to discuss this issue. John does not know what stage of negotiation the DNR is in with Central Bank. Herb Strentz offered a resolution that it was "the sense of the IOWAccess Advisory Council that the Council believes the DNR should continue working on the initiative with Iowa Interactive through ITD." Sheila Castenada seconded the motion. Miriam Ubben indicated that she didn't have enough information to make a determination. Sheila believed that centralization and keeping the fees in Iowa would make more sense. John suggested that the Council ask the DNR Director to come and address why they decided to do business out of state. Quent asked if there was any further discussion. A verbal vote was taken, there were no opposing votes, thus the motion was approved. John asked Quent to put the resolution in letter form and return it to him.

7) Status of State Website Redesign – Tim Erickson, Iowa Interactive. The State of Iowa website is in the process of being redesigned. There will be several focus groups and council members may be asked if they are willing to serve. This redesign effort will involve changing over 1000 pages in the next few months. Iowa Interactive is also looking at a three-dimensional search option, which would put Iowa out in front.

8) E-Pay Rollout – Lorrie Tritch, on behalf of Larry Murphy. There are now 1400 registered users on the secured Iowa Court Information System (ICIS) site. The rollout of E-payment has been pushed back to June (from May).

9) Wrap-Up and Adjourn – The next council meeting was scheduled for Thursday, July 10. Due to scheduling conflicts with the Iowa Telecommunications and Technology Commission (ITTC) meetings, it was agreed that the July meeting would be held on Wednesday, July 9, in the afternoon. Subsequent meetings will be held on Tuesday afternoons, two days prior to the current schedule. The meetings will also move to the Hoover Building.

John indicated that he would forward a financial forecast for IOWAccess.